

FIG. 1

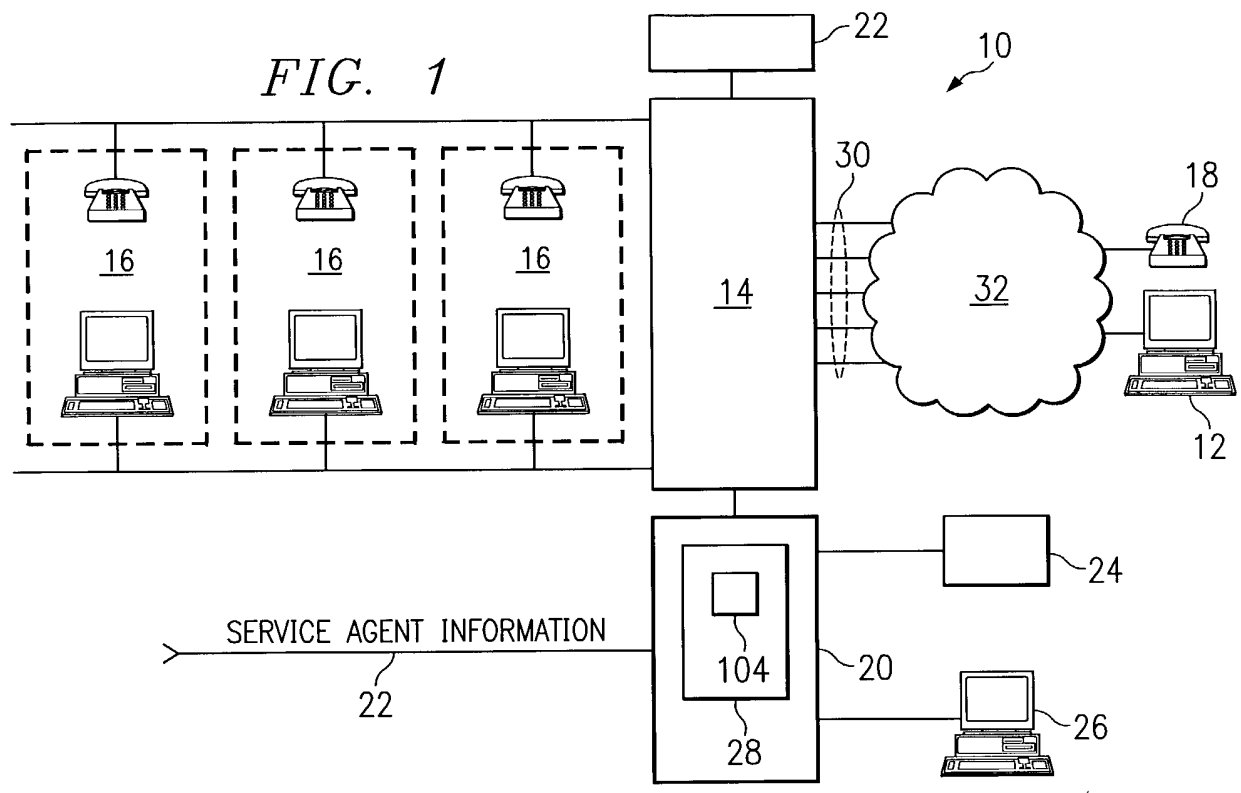


FIG. 3

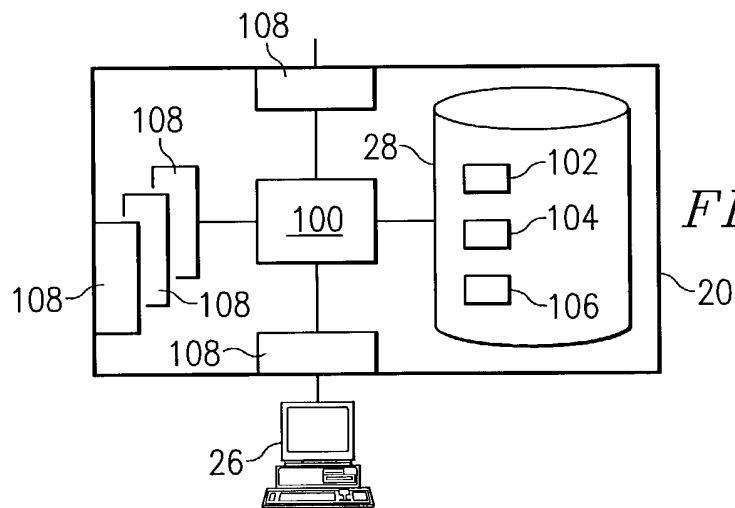
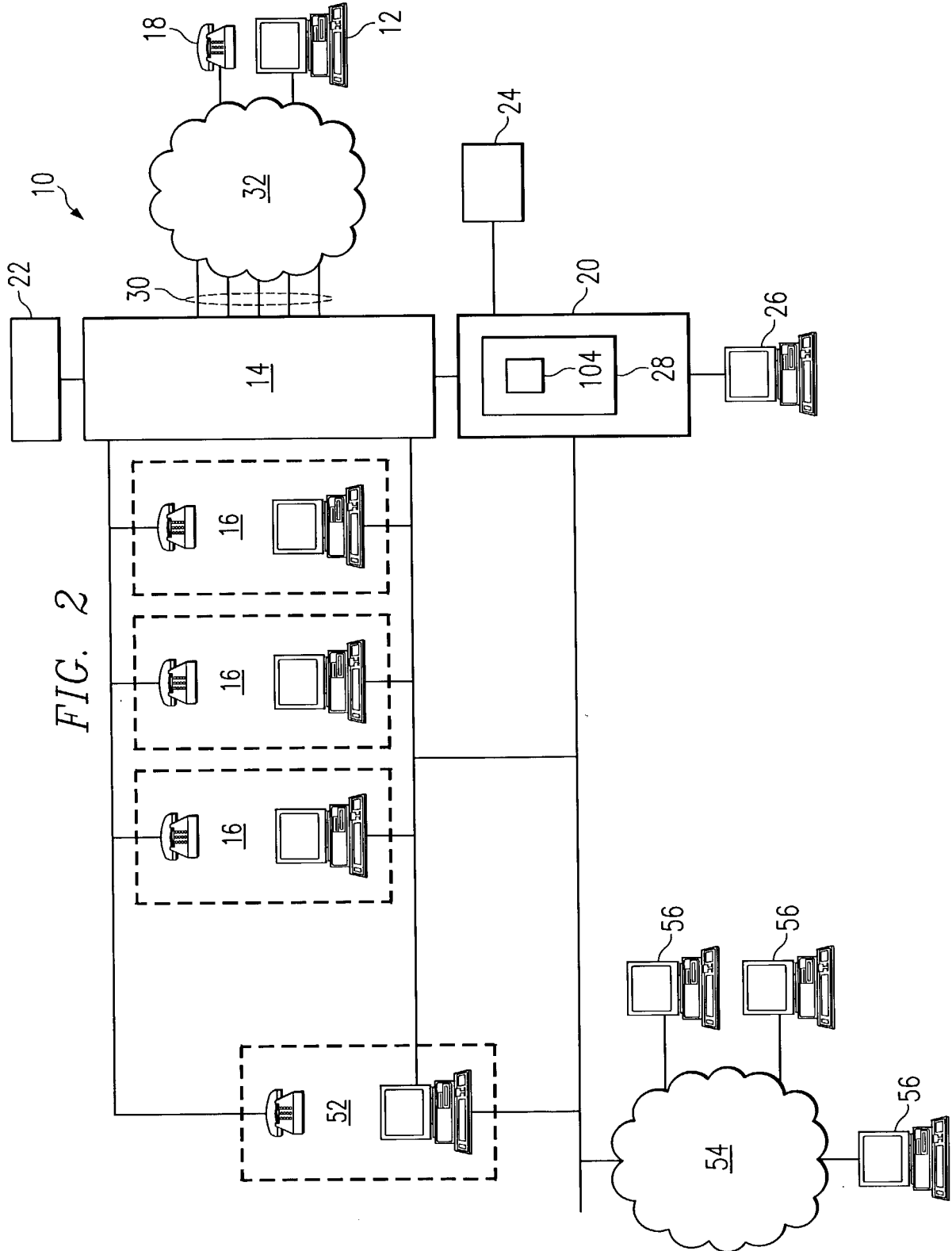


FIG. 4

104

122

AGENT ID	CLIENT SATISFACTION	FRENCH	AVERAGE LENGTH OF SESSION	AVAILABILITY	...	SKILL N
EILER	8	8	7	9	...	10
2349	0	0	0	3	...	0
nicole@etalk.com	9	0	2	10	...	7
150.0.8.1	3	4	0	6	...	0



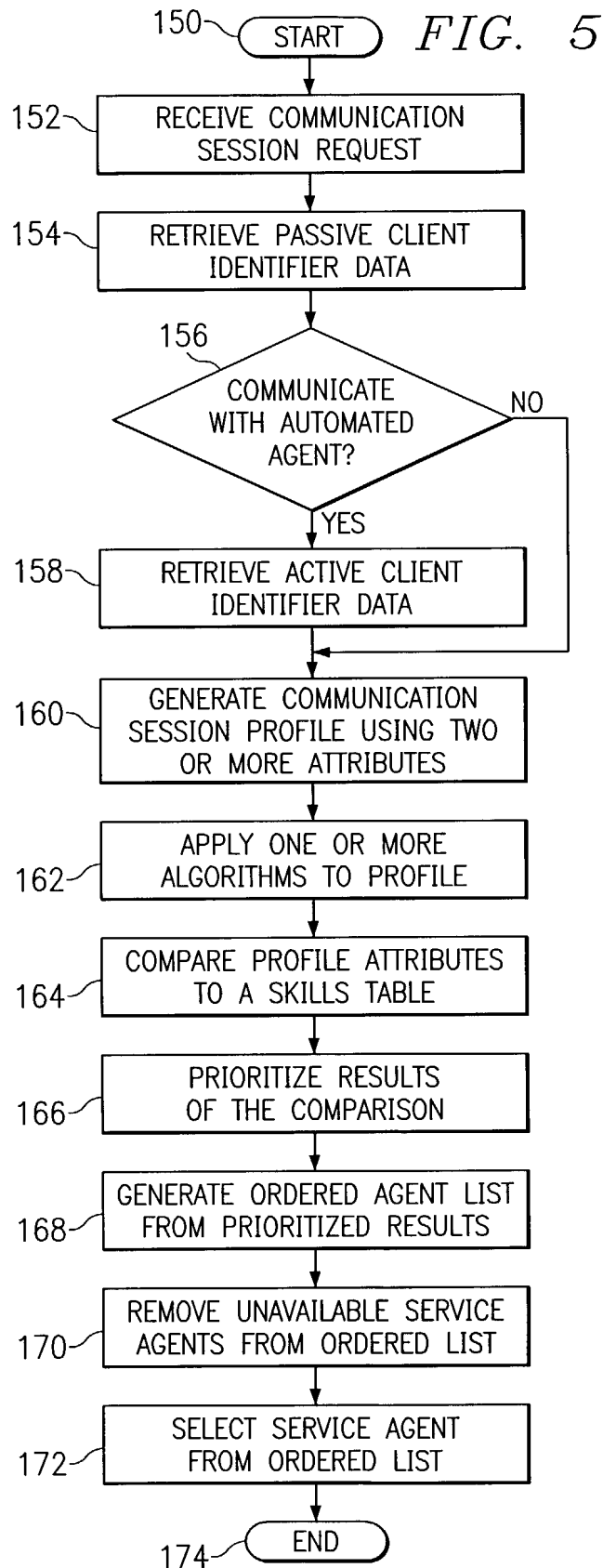


FIG. 6

